Mistakes Were Made

Session Leader
Kathy Gustafson-Hilton, Hands On! Studio

Presenters
Kia Karlen, Director of Education, Madison Children’s Museum
Paul Orselli, Chief Instigator of POW! (Paul Orselli Workshop)
Catherine Patyk, VP of Human Resources, Chicago Children’s Museum
Michael Shanklin, Executive Director, Kidspace Children’s Museum
Our definition of a mistake:

There was really something lost: resources, time, good will, pride. The example should be a bit embarrassing. It should have helped our organizations or us as professionals grow in a significant way. Experimentation is, of course, an excellent way to develop new programming and operations, but that’s different from a mistake in this sense.
By seeking and blundering, we learn.

Johann Wolfgang von Goethe, German Writer & Statesman
Failure is instructive. The person who really thinks learns quite as much from his failures as from his successes.

John Dewey, American Philosopher & Educator

Samuel Beckett, Irish Avant Garde Novelist & Playwright
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Anyone who has never made a mistake has never tried anything new.

Albert Einstein, Physicist
We thought we had the answers; it was the questions we had wrong.

Bono, Irish Musician
He who asks a question is a fool for five minutes. He who does not ask a question remains a fool forever.

Chinese Proverb
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My life is full of mistakes. They’re like pebbles that make a good road.

Beatrice Wood, American Artist & Studio Potter
A new exhibit will break in ways that couldn’t have been foreseen. But think of a better way to repair it. It’s the way we learn!

Dick Crane, American Physicist & Exhibit Builder at Ann Arbor
Freedom is not worth having if it does not include the freedom to make mistakes.

Mahatma Gandhi, Indian Political & Social Activist
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Our Learning Objectives:

Help to create an environment that allows for admission of failure, encourages reflection, and indentifies professional growth and learning.

Learn from others’ mistakes to avoid repeating them.

Share, and even celebrate, the “learning opportunities” of others.
Start thinking!
The Legend of Ed Crean
Chapter 1: The Ungifting
(three days until opening gala)

Gift given in memory of

Ed Crean

Who volunteered, played with his grandchildren and thoroughly enjoyed the Museum.
Fire damages Wisconsin children’s museum

August 5, 2010

MADISON, Wis. (AP) – A small fire has damaged the soon-to-be-open Madison Children’s Museum.

But officials say it won’t derail the museum’s grand opening on August 14 and 15.

The museum has moved to a new facility on Capitol Square from State Street.

Fire officials responded to the fourth-floor staff kitchen at about 4:45 a.m. Tuesday. A museum press release says the fire was caused by a faulty coffee pot and damaged the kitchen cabinets and ceiling.

Ruth Shelly, the museum’s executive director, says fire department estimates are between $40,000 to $50,000, but insurance adjusters are investigating to determine a more specific estimate.

They also have to clean up the water from the sprinkler system.
Chapter 3: A Legend is Born
(two days until opening gala)

Chapter 4: No, Wait!
The Legend MUST DIE
(one day before opening gala)
Chapter 5:
The legend lives on from the director on down
In the big place they call the museum
Learning from Artist(ic)
Mistakes

Paul Orselli, Chief Instigator
Paul Orselli Workshop
Working with an artist on an exhibit can let you explore all the possibilities.*
Working with an artist can be impossible! *
Interactive Visualization Interlude
* Clear communication and expectations always make the difference.
Learning from HR Mistakes
Catherine Patyk, VP of HR
What was the situation?

Recruiting for a high-profile position in our Education Department – Project Manager for multi-institutional project.
Human Resources conducts criminal background check and talks to 3 professional references.
What we did

What we were supposed to! And then extended an offer!
What went wrong

References didn’t include supervisor from most relevant position.
Lesson Learned

Ask for the references you need!
Take your time!
Use all your resources!
Leadership Zone:
Tales of Missing the Signs
April Fools Day!
Strategic Planning
Dear Boss,

I QUIT!
STRATEGIC PLANNING
MISSION STATEMENT
GOALS
OBJECTIVES
VISION
ORGANIZATION
PREPARED BY:
ROGER M. KEMP
KEMP CONSULTING
1100 DWINELL RD
ROCKY MOUNTAIN, CO 80472
303-563-5800
EMAIL: KEMP@KEMPCONSULTING.COM
WEB: KEMPCONSULTING.COM

MISSION STATEMENT

Today’s customers require a rapid response to changes in the marketplace. As a result, success in today’s business requires the development of a strong strategy. A strategy is a plan of action designed to achieve an objective. The objective is the end we want to achieve.

ORGANIZATION’S SPECIFIC OBJECTIVE: Provide services that our customers need and want at a competitive price.

Strengthen the core business.

Environmental Scan

Many organizations have difficulty in identifying their environment and in determining the factors that influence performance.

To identify and deal with the factors that influence performance, the company must determine the external and internal environment.

INTERNAL ENVIRONMENT

A detailed analysis of all internal factors that influence performance is necessary. This analysis includes a major task known as the internal environmental scan. The internal environmental scan should be conducted to determine the current status of each of the following factors:

- Standards
- Values
- Culture
- Organizational structure
- Policies
- Procedures
- Competence of personnel
- Leaders
- Employees

EXTERNAL ENVIRONMENT

After the environmental scan has been completed, the external environment must be reviewed. The external environment consists of the factors that exist outside the organization and that influence performance.

The external environmental scan is usually conducted in the following sequence:

- Technical conditions
- Sociocultural conditions
- Economic conditions
- Political conditions
- Competitive conditions

Future Goals

The next task is to develop the future goals. The future goals are the objectives desired in the future. Five to 10 future goals of major importance are selected. The future goals are developed by answering the question: What changes are needed in order to make the objective viable in the future?

STRENGTHS

The future goals are selected from the list of internal and external factors that were selected as strengths in the environmental scan. The strengths that are selected are those that can be used to achieve the objective in the future. The strengths that are selected are those that are critical to the success of the organization.

THREATS

The future goals are selected from the list of internal and external factors that were selected as threats in the environmental scan. The threats that are selected are those that can be used to achieve the objective in the future. The threats that are selected are those that are critical to the success of the organization.

STRATEGIC PLAN

The strategic plan contains the steps that are necessary to achieve the future goals. The strategic plan is developed to answer the question: How can the strengths be used to achieve the objective in the future?

The strategic plan is developed by determining the future strategies that can be used to achieve the future goals. The strategies are developed by answering the question: What strategies must be developed to achieve the future goals?

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Top 5 Lessons Learned

1. Don’t make the same mistakes twice.
2. Make the right friends & do it quickly.
3. Interview local foundations & nonprofits leaders about the organization and its leadership.
4. Sometimes you have to make bold moves and take risks.
5. Ask a lot of questions during the interview process, especially about the culture of the board and/or the organization.
“The greatest glory in living lies not in never failing, but in rising every time we fall.”

Nelson Mandela
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